SPECIAL CONSIDERATION
STUDENT GUIDE

Student Administration

Contents

Special consideration

Special consideration consists of the exercise of academic discretion to provide equitable treatment to students whose performance in an exam or assessment is significantly affected by extenuating or special circumstances beyond their control.

Special consideration is not automatically granted and may not result in a study or mark adjustment.

When can a student apply for special consideration?

An application should be submitted by students only where their performance in an assessment item or items, including examinations, has been affected by extenuating or special circumstances beyond the students' control.

Extenuating or special circumstances can include:

- serious illness or psychological condition – such as hospital admission, serious injury or illness, severe anxiety or depression.

- loss or bereavement – such as death of a close family member, family/relationship breakdown

- hardship/trauma – such as victim of crime, sudden loss of income or employment, severe disruption to domestic arrangements

- exceptional employment demands – such as active service (e.g. ADF Reserves, bushfire and SES services)

The circumstances below are **not** eligible for special consideration:

- Minor ailments or illness where you are still capable of completing the assessment task

- Balancing workload or work commitments

- Public transport delays

- Personal events i.e. weddings, birthdays, travel plans

- Events which occurred at an unreasonable length of time in the past

When is the deadline to submit a special consideration application?

The deadline for the special consideration application varies depending on the type of assessment or exam.

Centrally-conducted exam

These are also known as end-of-session exams. The Student Administration Unit – Exams Branch schedule and conduct these type of exams.

Status	Deadline
Attended	Submit within 48 hours after exam (excluding weekends)
Missed	Apply for an Alternative Exam
Cannot attend	Apply for the advice for Scheduling Difficulties form before the deadline

Faculty-based exam / in-class quiz or test

These are conducted by the faculties during or after the teaching period. These include:

- Online quiz / test
- In-class quiz /test
- Faculty-based exam
- Take-home exams

Status	Deadline
Attended	Submit within 2 working days after
Cannot attend	Submit at least 10 working days before the date of exam / test / quiz
Missed	Submit within 2 working days after

Alternative exam

Alternative exams are approved to students who missed their original centrally-conducted exam.

Status	Deadline

| Attended | Submit within 2 working days after |
| Missed* | Submit within 2 working days after |

* Students from the Faculty of Law need to apply for Exam after Examination period instead of a special consideration.

Assessment

All assessments should be submitted by the due date specified in the subject outline to avoid academic penalty or failure. Assessment items include but are not limited to:

- Essays
- Assignments
- Projects
- Creation of digital products
- Reports

A request for an extension for an assessment must be made in sufficient time before the assessment due date so the subject coordinator can assess and consider the outcome. This allows students time to complete the assessment by the deadline if their application is refused.

Request for extension of	Deadline
More than one week	Submit before assessment due date
Less than one week*	Email your subject coordinator directly (do not apply via special consideration)

* Students from the Faculty of Law requesting for an extension of less than one week need to apply for a Short-term Extension instead of a special consideration. Deadlines are outlined on the Faculty of Law's webpage.

UTS Online

UTS Online students should refer to Canvas course page, subject outlines and/or UTS handbook for advice on requests for extensions.

Request for extension of	Deadline
More than one week	Must submit a Special Consideration application before assessment due date
1 - 7 days*	Must apply using UTS Online Request for Short Extension without Academic Penalty

> *Students from the Graduate School of Health studying the online Graduate Certificate or Graduate Diploma of Psychology requesting an extension need to follow the course assignment extension policy in the handbook.

Clinical Placement

This assessment type applies to students who have mandatory attendance requirements for clinical placements.

Status	Deadline
Missed	Submit within 5 working days of the missed date
Cannot attend	Submit before the upcoming placement date

Mandatory Attendance

Some courses have mandatory attendance requirements such as:

- Compulsory attendance in class or tutorials
- Work placements (that is not a clinical placement)
- Group work
- Presentations

Status	Deadline
Attended	Submit within 2 working days after
Cannot attend	Submit at least 10 working days before date of mandatory attendance
Missed	Submit within 2 working days after

What supporting documents are required?

All special consideration applications must include current supporting documents as evidence to support their application. Students are advised to keep the original copy as they may be required to supply these documents at any time during their studies at UTS.

The supporting documents must clearly indicate:

- Details of the circumstances
- Impact on the student's ability to complete assessment / exam
- Duration of the circumstances (include start and end date)
- A physical signature and contact number of an appropriate representative
- The date the supporting document was issued

Professional Authority form

In the first instance, students should submit a Professional Authority form which should be completed by a medical practitioner, psychologist, counsellor, or other registered health practitioners.

The Professional Authority form **must** include the health practitioner's:

- Australian Health Practitioner Regulation Agency (AHPRA) Practitioner Registration number

- Medicare Provider number

> **If either the AHPRA Practitioner Registration number or Medicare Provider number are missing, then the PA form cannot be accepted and the application will be refused.**

In order to able to authenticate the PA form and identify fraudulent documents, UTS must be able to confirm the AHPRA Practitioner Registration number of the health practitioner on the AHPRA register.

Where is the Professional Authority form available?

- It is available on the special consideration webpage

- It will be available to download when a student saves a special consideration application

- It will be sent as an attachment to the student's UTS webmail when a special consideration application is saved

What other supporting documents are accepted?

Alternatively, a student may submit any of the following documents in place of a Professional Authority form depending on the special consideration reason.
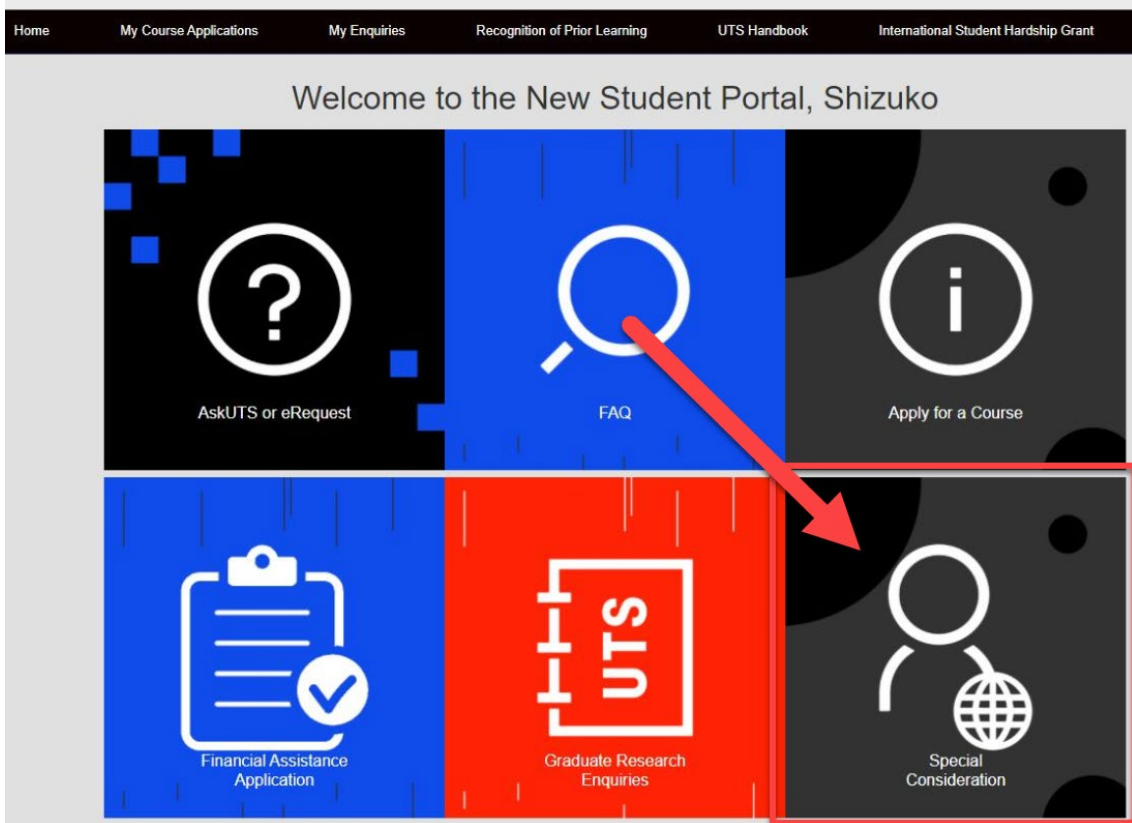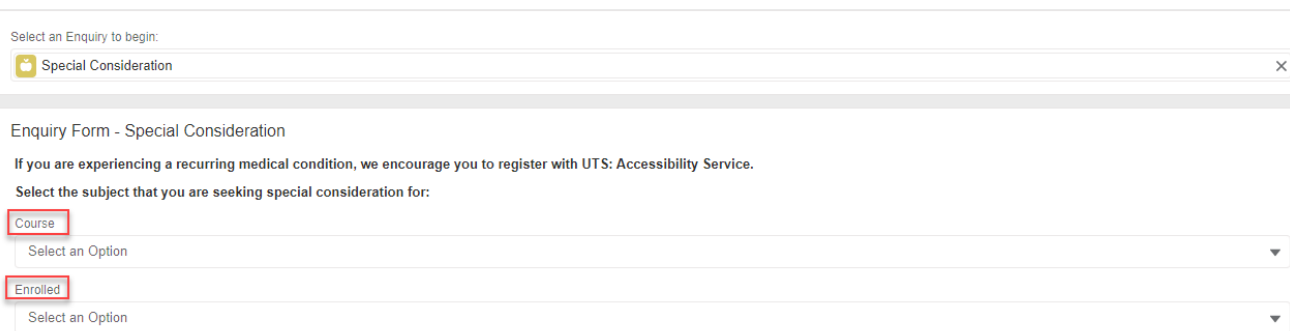
Reason	Supporting documents required
Health-related matter	• A **Medical / Attendance Certificate** if a student was prevented from attending an examination or completing an assessment task due to admittance to a hospital. Please note that this is **not** the same document as a hospital discharge referral. • Medical certificate from a health practitioner.
Loss or bereavement	A formal letter (**on official letterhead**) from a funeral director confirming the date of the funeral and the relation to the student.
Hardship or trauma	A **Statutory Declaration** and **documentary evidence.** The Statutory Declaration **must** be signed in front of a Justice of the Peace or an authorised witness. The Commonwealth of Australia Statutory Declaration form is available online.
Online technical issues during an online exam	A **Student Declaration for Online Technical Issues**. You can download a Student Declaration for Online Technical Issues here. In addition to the declaration, you may also submit secondary supporting documents such as: • Report from service provider of outage • Screen capture (include date and time) • Evidence of Service Connect request ticket logged • Error reports More information on the Student Declaration is available here.
Exceptional Employment demands e.g. Active Service, ADF Reserve, SES	A formal letter (**on official letterhead**) from employer confirming the nature and date of work commitment.
Religious commitments	• A formal letter (**on official letterhead**) from a **minister of religion** confirming the nature and date of your religious commitment. • A **Statutory Declaration -** must be signed in front of a Justice of the Peace or an authorised witness. The Commonwealth of Australia Statutory Declaration form is available online.
Other	• A formal letter (**on official letterhead**) from an official body. • A **Statutory Declaration and documentary evidence.** The Statutory Declaration **must** be signed in front of a Justice of the Peace or an authorised witness. The Commonwealth of Australia Statutory Declaration form is available online. • A copy of a summons, subpoena, and court order, notice of selection for jury duty, and police reports may be accepted.

The Special Consideration webpage will have the latest update on acceptable supporting documentation.

How to apply for a special consideration application?

All special consideration applications must be through the Special Consideration

Application process guide – step by step

Step	
1	Go to [My Student Portal](#) and log in using your student email and password.
2	Select the *Special Consideration* tile.
3	Select your *course* and *enrolled subject* which you are applying for.
4	Enter *Tutor Name*, *Tutorial Number*, *Tutorial Day* and *Time* (if applicable).

	Please indicate your tutor's name and class details: Tutor Name Tutorial Number Tutorial Day Monday ▲ Tuesday ► Wednesday ◄ Thursday ▼ Time of Tutorial These fields are not mandatory.

5	Select the *category* for Special Consideration.
	
	Select the type of special consideration:
	
	* Category
	Select an Option
	
	    Test/Quiz/Exam
	
	    Assessment
	
	    Clinical Placement
	
	    Mandatory Attendance

6	After selecting the *category*, follow the prompts: **Category:** Text / Quiz / Exam

Sub-Category	Attendance	Select Exam Date / Time
Centrally Conducted Exam	Missed	Not Applicable – Application refused If you did not attend your Centrally-Conducted Exam you will need to apply for an Alternative Exam.
	Attended	Select Date / Time of exam
	Cannot Attend	Not Applicable – Application refused If you know in advance that you cannot attend your Centrally-Conduct Exam you will need to complete the advice of Scheduling Difficulties for centrally conducted examinations form.

In-class quiz, Faculty-based exam or Alternative exam	Missed	Select Date / Time of exam
	Attended	Select Date / Time of exam
	Cannot Attend	Select Date / Time of exam

Category: Assessment

Sub-Category	Assessment Due Date	Assessment Preferred New Due Date
Extension request for more than one week	Select due date of assessment	Select preferred new due date of assessment
Extension request for one week or less	Not Applicable – Application Refused Extensions of one week or less do not require a special consideration application. Please contact your subject coordinator to arrange a simple extension. Faculty of Law: If you are a Law student, you will need to submit a Law Request for Extension form directly to the Faculty of Law.	

Category: Clinical Placement

Attendance	Select Placement From Date	Select Placement To Date
Missed	Select start date of placement	Select end date of placement
Cannot Attend	Select start date of placement	Select end date of placement

Category: Mandatory Attendance

Attendance	Select Mandatory Attendance From Date	Select Mandatory Attendance To Date
Missed	Select start date of mandatory attendance	Select end date of mandatory attendance
Attended	Select start date of mandatory attendance	Select end date of mandatory attendance
Cannot Attend	Select start date of mandatory attendance	Select end date of mandatory attendance

7	Select the *Special Consideration Reason*:
	Select Special Consideration Reason:
	* Special Consideration Reason
	Health Related Matter
	✓ Health Related Matter
	Loss or Bereavement
	Hardship or Trauma
	Exceptional Employment Demands
	Religious Commitments
	Other
8	Enter a *supporting statement*:
	* SPEC Supporting Statement
	You must enter a statement (500 characters max).
9	Upload your supporting document(s) by clicking on *Upload Files*:
	- File type must be in **.pdf** format
	- Each file must not exceed 10MB size
	- Files cannot be removed once uploaded. Please ensure you select the correct file before uploading.
	No file chosen
	⬆ Upload Files Or drop files
	If you do not have your supporting document(s) available, please continue to step 11.
10	Click *Submit* and check the status of your application in the *My Enquiries* tab.
	You'll receive an email receipt to your UTS webmail account with further instructions. You can also view your application under the *My Enquiries* tab in My Student Portal.
	If you have NOT attached your supporting documents, the status will be **Awaiting Documents** - continue to step 12.
	If your supporting documents are uploaded already, the status will be **Submitted** (no more action required).

11	If the application status is set to **Awaiting Documents,** you must return to your application by going to the *My Enquiries* tab, resume the application, and upload your supporting documents (see step 10).

Important: the supporting documents must be uploaded to this application before the deadline. If you do not upload your supporting document(s) before the deadline, the status of the application will lapse.

Statuses and Outcomes – meanings

Special Consideration applications have both a **status** and an **outcome**.

The status indicates where the application is at and allows students to track the progress of an application.

The outcome indicates the end result of the application.

Status	Meaning
Awaiting Documents	Application has been lodged but is incomplete. Student needs to upload supporting documents to application. Application will not be assessed while set at this status.
Lapsed	Applications that have expired because supporting documents were not uploaded within the required timeframe.
Submitted	Application is complete and is ready to be reviewed by the Student Administration Unit staff.
Under Review	Application is being reviewed by a Student Administration Unit staff member.
Referred to Faculty	Application has been sent to the Faculty for assessment.
Cancelled	Application has been cancelled by the student or Student Administration Unit staff at the student's request.
Closed	Assessment of the application is complete and it has a final outcome.

Outcomes	Meaning
Approved	Special consideration application has been approved.
Not approved	Special consideration application has not been approved.

Q & A's

What can I do if exceptional circumstances are preventing me from submitting a special consideration application by the deadline?

Applications submitted after the deadline will not be accepted. You may request a late submission in exceptional circumstances only. Submit online enquiry via AskUTS. Reasons for late submission must be supported by documentary evidence.

Why does the PA form require both the AHPRA Practitioner Registration number and Medicare Provider number?

In order to be able to authenticate the Professional Authority form and identify fraudulent documents, UTS must be able to confirm the Practitioner Registration Number of your health practitioner on the AHPRA register.

Are all students' personal information kept confidential?

Special consideration applications often contain sensitive personal and/or medical information. Student confidentiality is important to UTS.

Please look at Your privacy at UTS as it explains how UTS will manage student privacy and protect student personal information.

What should a student do if they are unable to upload their supporting documents?

Students who experience difficulties in scanning and attaching their supporting documents should take the documents to a Student Centre for assistance. This must be done before the deadline.

What if a student has not received an outcome?

The outcome of an application will be sent via email to the student's UTS Webmail. Students can monitor the status of their application by logging into My Student Portal.

If it has been several weeks and the status of the application is still showing as R*eferred to Faculty* students should contact the subject coordinator.

What if a student's supporting documents are from overseas?

UTS accept documents from overseas if they are certified by one of the following:

- an Australian overseas diplomatic mission
- a UTS authorised representative or agent
- a public notary office
- the administration of the institution which issued the relevant document
- an Australian university

Please note that all certifications must be in English.

When supporting documentation is in a language other than English it must be accompanied by an English translation by a NAATI-accredited translator (opens an external site).